

BRISTOL CITY COUNCIL

Neighbourhoods Scrutiny Commission

16 March 2015

Report of: Patricia Greer - Interim Service Director- Policy, Strategy and Communications

Title: **The Equality Plan 2012-15 - Outcomes and Indicators Final Report**

Ward: citywide

Officer Presenting Report: Anne James – Equality and Community Cohesion Team Leader

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RECOMMENDATION

The Equality Plan 2012-15 details Bristol City Council's equality objectives and is published on the council's website (bristol.gov.uk/equality). This report serves to update the commission on progress achieved across the three year period. Ownership of new equality objectives will no longer be governed by the Neighbourhoods Scrutiny Commission and it is recommended that the commission use this opportunity to hand on your recommendations to influence the new objectives.

Summary

The Equality Plan 2012-15 has four themes:

- 1 Transforming and developing a diverse workforce that is able to deliver effective services to diverse communities
- 2 Effective Services that are accessible, reduce inequalities and meet the needs of our vulnerable communities
- 3 Engagement and Participation of equalities communities
- 4 Improve satisfaction levels of people from equalities communities

Progress against outcomes is reported in Appendix 1

The significant issues in the report are:

- Whilst our workforce diversity figures are either increasing slowly or stable, but there remains under representation of younger staff (aged 16-24), Black and minority ethnic (BME) staff, disabled staff and lesbian, gay, bisexual (LGB) staff.
- The workforce has decreased from 8579 to 6654 employees over the three years of the Equality Plan (Dec 2011-Dec 2014) and there has not been an adverse impact on the proportion of staff from equalities communities through this reorganisation.
- Good progress has been made in improving the reporting of hate crime and in increasing uptake of direct payments
- Significant progress has been made in the community identifying key equalities issues and engaging with strategic leaders to progress issues for example the Race Manifesto for Bristol.

Policy

- Equality and Community Cohesion Policy
- Corporate Plan

Consultation

Internal - Senior Leadership Team September 2014

External - Not applicable

Context

- 1 The Equality Act 2010 Public Sector Equality Duty includes a specific duty for public authorities to develop and adopt equality objectives by April 2012 and to review these at least every three years. The specific duty also requires public authorities to report annually on compliance with the public sector equality duty, and the Equality Plan annual progress reports satisfy this requirement.
- 2 As a council, we have significant aspirations around addressing inequalities within the city, as articulated explicitly in the Corporate Plan. We also have a Public Sector Equality Duty (statutory duty) to deliver against the Equalities agenda both as an employer and as a public service delivery organisation.
- 3 There is also an expectation both internally and externally that as a public sector leader, the Council and our senior management team

and politicians own the equalities and community cohesion agenda, in order to ensure that we are delivering real impact in tackling inequalities for the city and within our own organisation.

- 4 Over the years, within the Council, there have been pockets of good work, committed and expert staff, many plans and policies and significant staff training and investment in this agenda and progress has been made in a number of areas. The Equality Plan 2012-15 has a large number of performance indicators, but looking ahead, we will reshape our equalities resource to deliver fewer and clearer outcomes.
- 5 From April 2015, the council's equality objectives will be the four Tackling Inequalities outcomes, agreed in the Corporate Plan
 - Focus our attention on those most vulnerable in society, targeting limited resources on those most in need.
 - Where our support is needed always seek to intervene as early as possible.
 - Embed the principles of promoting equality and celebrating diversity in everything we do.
 - Work to connect people with opportunities, focusing on those neighbourhoods and communities who face barriers to accessing employment, education or leisure opportunities.

Addressing inequality will enable more people to play a more active role in the life of the city.

- 6 We will develop an agreed, robust internal set of workforce competencies enabling us to build common internal skills and competency across the workforce to improve our ability to contribute to equality and community cohesion via our service provision and the management and capacity building of our diverse workforce.
- 7 Moving forward to develop a new Equality Plan, we aim to structure this into a series of stages to allow us to meet our current obligations while working to transition into a new model, and to ensure that the future model is owned by the right people at the right level.
- 8 We anticipate further discussion will take place with communities to identify three key equality and community cohesion objectives for us to work on within a new plan, either as BCC exclusively, or as part of the city, including the aspirations of our public sector partners. The core of the plan needs to be about making a difference to the key city challenges around health & wealth inequality, including the specific context of the Public Duty, which requires some focus on key protected groups.

Proposal

The Equality and Community Cohesion Team has moved from the Neighbourhoods Directorate into Business Change. It is anticipated that future oversight will be provided by OSM or Resources and Business Change, but this is yet to be confirmed. It is recommended that the Neighbourhoods Scrutiny Commission:

- Gives consideration to the progress made as recorded in the Equality Plan 2012-15, and
- For the commission to make comments which can be handed onto the new governance body which takes on responsibility for the council's equality objectives

Other Options Considered

To delay the report until such time as all performance indicators have been collated from Qu4 of 2014-15 , in July 2015. This was discounted as it was felt important that the Neighbourhoods Scrutiny Commission have an opportunity to pass on their comments to the new governance body.

Risk Assessment

The council has a duty to publish its progress in achieving the public sector equality duty, and therefore, although there has been some poor performance against some equality indicators, it is important to bring forward a progress report.

Public Sector Equality Duties

This document is the publication of equality information required by regulation 2 of the Equality Act Specific Duty Regulations (SI 2011/2260). It shows how Bristol City Council complies with the public sector equality duty in section 149 Equality Act 2010 in relation to its customer service and complements the BCC Workforce Diversity Data published on bristol.gov.uk/jobs.

Legal and Resource Implications – not applicable

Financial – not applicable

Land – not applicable

Personnel – Not applicable

Appendices:

Equality Plan 2012-15 Progress report

LOCAL GOVERNMENT (ACCESS TO INFORMATION) ACT 1985

Background Papers:

BCC Equality Plan 2012-15

Agenda Item 13 - Appendix

Progress against the Equality Plan 2012-15

Objective 1: Improve diversity of workforce

A diverse workforce is best placed to deliver effective services to diverse communities. Whilst our workforce diversity figures

Case Study: Positive Action

This scheme was aimed at identifying talented BME employees, providing leadership and management training as well as hands on experience over a 12 month period in order to support progression into more senior roles. 7 of the 9 participants have now achieved more senior positions. 3 participants were successful in securing a more senior post externally.

	2011 2012	2012- 2013	2013- 2014	Dec 2014	Target	Indicator
Percentage of Black and Minority Ethnic senior managers earning £40k to £49k	5.4	6.3%	4.71%	5.06%	7%	⬆️
Percentage of Black and Minority Ethnic senior managers earning £50k+	0.8	0.8%	2.02%	3.28%	4%	⬆️
Percentage of employees from Black and Minority Ethnic communities	8.5	8.8%	9.19%	9.62%	12%	⬆️
Percentage of employees who are disabled people	5.8	6.0%	5.92%	5.86%	7%	⬆️
Percentage of top earners who are disabled people	4.8	5.4%	6.15%	4.10%	7%	⬆️
Percentage of Employees aged 16 to 24 working for the Council	3.4	3.5%	3.83%	3.65%	7%	⬆️
Percentage of top earners who are women	59.8	60.4%	62	65.5%	62%	⬆️

Bristol's diverse populations.

We were disappointed to be ranked 98th in Stonewall's Top 100 workplaces this year, down from 15th last year. Feedback suggests improvements should be made in countering the heteronormative employment culture e.g. more role models, specifically at a senior level and more links between LGB and other protected characteristics.

Census 2011 % economically active citizens in Bristol to use as comparisons for workforce data

	males	females	White British
Bristol %	53.3	46.7	79.5
	non-'White British'	BME	Disabled people with a LLTI

Objective 2: Promote a fair and safe working environment

- We have updated Out in the Workplace, which now features 24 lesbian, gay, bisexual and transgender staff and LGBT allies
- A specific HR advisor is allocated to support staff from equalities groups if they have a grievance
- A co- chair of the Disabled Employees group took part in the Bristol Workplace Programme away day to ensure future plans are developed in consultation with disabled staff

Objective 3: Equip and develop the workforce to deliver requirements of the Equality Act*

(Information is reported annually – 2014/15 information is due in June 2015)

	March 12-13	March 13-14	2014-15 totals
Take up of Managing Diversity training: managers completing e-learning	441	738	926 completions
Take up of Managing Diversity training: managers completing face-to-face training	263	452	
Rights and Responsibilities on line			1335 completions
Number of employment tribunal cases lodged against the council	16	4	six claims in 2014: One upheld, one withdrawn, three settled and one is ongoing.
Number of employment tribunal cases upheld	0	0	

New Staff Competencies Pages on the Source

The Equalities and Community Cohesion advice pages on the Source have been rewritten and redesigned in consultation with 40 staff who took part in a ten day pilot to see how easy it is to find the information they need. Customer services and museums staff took part and reported they enjoyed the interactive learning

New e-learning has been purchased to add to staff self-learning using the new Staff competencies pages on the Source. This will include an updated Your Rights and Responsibilities course for staff at all levels which now includes a Dignity at Work new module and an updated Managing Diversity for People Managers course. We will embed skill boosters videos for visual learners and promote new additional modules on Reasonable Adjustments and Equality Impact Assessments

vulnerable communities

Objective 4: Increase access to and usage of services

The Health and Social Care measures in the plan are showing a positive trend, but we are aware that our direct payments figures are low compared to other Councils.

We have made good progress with responses to equalities monitoring forms within social care settings, tenants' services, hate crime and domestic abuse services. However there are still a significant proportion of services which do not undertake sexual orientation monitoring.

Improvements are needed in reducing delays for installing disabled bays and ongoing work to improve timeliness in handling blue badge applications

Did you know about Bristol's new Tackling Discrimination service?

Bristol City Council has grant-funded Avon and Bristol Law Centre to provide a one-stop discrimination service to provide legal advice and support to over 550 residents of Bristol who are victims of discrimination (in employment, goods or services) on the grounds of all the Protected Characteristics

We have an information-sharing protocol with the Law Centre, which means that if a complaint is about Bristol City Council and the client consents – that information can be shared with the Council in order to resolve the issue and share any lessons learnt.

Case Studies: Homelessness Services

The commissioning processes for lower level and floating support for homeless people and those with mental health needs have sustained providing some women only provision. This was in direct response to consultation advocating same sex services were needed for some women.

The **New Build Council House Programme** is a long term programme to deliver around 1000 new council homes across the city. The first 5 sites will see at least one large 4bed family home built as part of the development of that site, our phase 2 sites are looking more at smaller one bed accommodation or bungalows. Design proposals for new homes must demonstrate how the development would deliver

Objective 4: Measures

(Information is reported annually – 2014/15 information is due in June 2015)

	2011-2012	2012-2013	2013-2014	2014-2015	Target
Percentage of Adult Social Care service users who receive direct payments	13%	17%	28.4%	29%↑	19.5% 😊
Percentage of Health and Social Care service users who feel that they have control over their daily life	n/a	75%	75.2%	data not due	75.3% 😊
Percentage of Health and Social Care service users who receive self-directed support	51%	55.4%	73.5%	data not due	65% 😊
Percentage of Health and Social Care service users living in the community		74.3%	74.6%	71.4	77% 😞
Improve sexual orientation monitoring in service areas where there are data gaps	56%	69%	53.1%	data not due	
Increase % of disabled people bidding on HomeChoice as a % of the total number of disabled people registered on HomeChoice	40%	39%	40.4%	data not due	40% 😊
Increase % of older people bidding on Home Choice as a % of the total number of older people registered on HomeChoice	17%	17%	18.6%	data not due	17% 😊
Increase access to and unplanned usage of leisure centres by Disabled people				Data not due	
a) people with hearing impairment	34	36	5		50 😞
b) people with learning disabilities	44	46	5		100 😞
c) visually impaired people	17	20	0		80 😞
d) All disabled people			165		



Did you know? In 2013, the Equalities and Community Cohesion Team produced a resource called 'Who gets the houses?' which answers some frequently asked questions about social housing allocation in Bristol. Briefings have been delivered to front-line staff to increase their confidence to challenge the common myths and misconceptions in this area.

Objective 5: Increase safety of equalities communities subjected to crime

BCC has grant-funded Bristol Hate Crime Services for 3 years to deliver hate crime support services for Bristol. BHCS is a collaboration of SARI, Brandon Trust, Bristol MIND, and LGBT Bristol.

A partnership between the BHCS and BCC have developed the first multi-agency risk assessment for hate crime which has attracted interest from other police authorities.

The Strategic Partnership Against Hate Crime is chaired by Jon Reilly, Bristol's Police Commander and has active involvement from the BCC, CPS, Victim Support, Avon and Somerset Criminal Justice Board, Avon & Somerset Victim Advocate unit as well as service users from BHCS.

Reports of Islamophobic incidents are increasing, highlighted by the case of a young woman wearing the hijab who was spat at in Broadmead. A collaboration of Muslims and non-Muslims working in prisons, the voluntary sector, universities, community police officers and interested individuals have been working hard to increase reporting and increase community confidence to report. In November a new leaflet to be promote by Imans and in mosques was launched together with the Muslim mythbusting booklet which has been updated and in March a community event was held to promote reporting of hate crimes .

Multi-Agency Risk Assessment Conferences (MARACs)

MARACs were established to agree upon safety plans for victims at high risk of serious physical injury or death from domestic violence. Bristol MARACs receive a very high number of referrals, 946 high risk victims discussed at MARAC or pre-MARAC during the year.

The majority of women using refuge services are BME and about one third of women using domestic abuse community services are BME. Public health work closely with women with learning difficulties to produce accessible information & DVDs & Safer Bristol funded two Freedom programmes for women with learning difficulties. From June 2014, the Diversity Trust and Next Link have been funded to develop campaigns and materials to increase reporting from people who are LGBT. From April 2015, a specific service for straight and gay men will be grant funded, managed by Victim Support and DHI, who will work with perpetrators .

- In January 2014 over 100 people attending a briefing on Prosecuting Honour Based Violence and Forced Marriage led by Nazir Afzal, Chief Crown Prosecutor, OBE. A small action group formed organised additional training for 148 front line workers and community members in November.
- In November 2014, Bristol had our first flag raising ceremony for Transgender Day of Remembrance (TDoR), which was attended by over 40 people

Measures for Objective 5	2011-12	2012-13	2013-14	2014-Dec 2014
Hate crimes reported to Estate Management	102	108	150	Data not due
Hate Crimes reported to the police	946	783	796	816
Hate crimes reported to BHCS (from June 20130			195	435
Increase the uptake of specialist DVA services including referrals to MARAC				Data not due
BME	17.7	17	13.85%	
LGBT	0.9	1.2	0.77%	
Disabled	5.9	8.8	4.42%	
Men	1.8	2.4	2.40	

Quality of Life Survey 2014

40% disabled people think anti-social behaviour is a local problem: (compared with 29% Bristol average)

38% of BME people are concerned about their personal safety (compared with 22% Bristol average)

You said.....

You would like to see better information on hate crime in the city

...we did

We improved the information we collect

Bristol Domestic Abuse and Sexual Violence Partnership have run four 'This is not an Excuse' campaigns. A new campaign highlighting the importance of friend and family reporting concerns about domestic abuse launches summer 2015



Objective 6: Improve wellbeing, inclusion and educational achievement levels for children and young people

The gap between the attainment of pupils identified as having special educational needs and non-SEN pupils in mainstream settings is narrowing at Key Stage 2 and remains the same at GCSE.

In 2014, at GCSE, results have improved by 4 percentage points on 2011 outcomes for BME and for White young people, but the BME attainment gap has widened to 5 percentage points.

In GCSE Maths the attainment gap between BME and white pupils has reduced significantly from 11 to 4 percentage points since 2008. In KS2 English and Maths combined, the gap in attainment between BME and non-BME pupils remains at 9 percentage points, In English, attainment has increased for White and mixed heritage pupils, remained static for Asian and Chinese pupils, and declined by 2% for Black pupils.

We were pleased to see that fixed term exclusions for BME pupils as a percentage of all fixed term exclusions has reduced and is now at a proportionate rate to the % of BME children and young people in Bristol schools

The number of disabled 16-18 years olds not in education, employment or training (NEET) has increased . However there have been changes in the way NEET figures are recorded, this figure is therefore a more accurate figure, rather than an actual increase. Our new transitions strategy should address the NEET figures for disabled young people.

Primary results 2014 % L4+ reading writing maths	Bristol	National
All pupils	75	79
EAL	65	75
White British	78	79
White other	67	71
Bangladeshi	70	80
Black African	64	78
Black Caribbean	56	73
Indian	83	86
Pakistani	63	75
White and Black Caribbean	72	75

Secondary results 2014 % 5+A* to C (including English and maths	Bristol	National
All pupils	55	55
EAL	47	54
White British	56	56
White other	69	52
Bangladeshi	57	60
Black African	39	56
Black Caribbean	36	46
Indian	57	72
Pakistani	41	51
White and Black Caribbean	45	48

Objective 6: Measures	2011-2012	(Sept 12)	2012-2013	2013-2014	Target
Percentage point gap between SEN/non-SEN pupils achieving level 4 at KS2 English and Maths	54	52	46pts	50.3% pts↑	41% pts ☹️
Percentage point gap between SEN/non-SEN pupils achieving 5 A*-C GCSE inc. English and Maths	45	40	40pts	43% ↑	41% pts ☹️
Percentage of BME Pupils achieving level 4 or above in both English and Maths at Key Stage 2	63%	69%	71%	70.8%↑	
% BME pupils achieving 5 or more A*-C grades at GCSE or equivalent inc. English & Maths	45%	41%	42%	46% ↑	46% 😊
SEN: percentage of final statements issued within 26 weeks excluding exception cases	100%		91.2%	87.4%↓	100% ☹️
SEN: percentage of final statements issued within 26 weeks			87%	79.5%↓	98% ☹️
The percentage of disabled 16-18 year olds who are not in education, employment or training	13%	13%	15%	13.1%↓	8% 😊
Fixed term exclusions of BME pupils as a percentage of all fixed term exclusions	31%	34%	34%	23.6%↓	

% Children In Need cases are similar to % 0-15 in the local population)

Asian / Asian British 4.3% (7.4%)

African / Caribbean British 8.5% (10.9%)

Mixed / multiple ethnicity 10.2% (8.3%)

Other 0.8% (1.2%)

There is a growing demand on services and infrastructure. Although Bristol children are generally healthy, there are significant health inequalities in the city, related to higher than average rates of child poverty... Alongside a greater and increasingly diverse population, one quarter of our children are now growing up in poverty – compared to one in five nationally. Recent welfare reform means that by 2015/16 the income of households claiming benefits will drop on average by £1,615 a year. This is having, and will continue to have, an impact on the demand for our services across all age groups. Self Assessment – April 2014

Objective 7: Improve transport, council buildings and wider built environment to ensure access to services

Bristol Physical Access Chain

The Bristol Physical Access Chain (BPAC) is an access group which is open to any disabled person who lives or works in Bristol

What does the group do?

The group meets regularly to discuss access improvement projects which are underway or being planned. In 2014 the Bristol Arena project agreed to work with Attitude is Everything national project to improve access for disabled people at live music venues. Eight disabled young people have joined BPAC who are keen to get involved with the new arena

In 2015 the council, in partnership with Destination Bristol, has contracted DisabledGo to undertake access audits of 1000 locations in Bristol. Developed by disabled people for disabled people, DisabledGo is unique among national access information providers because it visits and surveys every venue on its website in person using a survey method that over 800 groups of disabled people have contributed to. Disabled people and neighbourhood partnerships will be consulted on priority venues in May 2015, and the Bristol database will launch in early November 2015

We are at maximum levels for achieving accessible pedestrian crossings that include audio signal. This has been done through a programme of new installations. The remaining crossings are unlikely to be done because of the disproportionate costs involved.

Objective 7: Measures	2011-2012	(Sept 12)	2012-2013	2013-2014	Target
Number of taxi/private hire drivers trained in customer care including disability equality	225	289		58	90%
Number of developments that BPAC are involved in to maximise access to wider built environment		15	18	92% →	92% 😊
Percentage of pedestrian crossings with facilities for disabled people	92%	92%	92%	92% →	92% 😊
% of Disabled Bay applications processed within 30 working days	58%	16%	16%	65% ↑	60% 😊
% of Disabled Bay installations processed within 25 working days of approval.	50%	92%	59%	45.6% ↓	60% ☹️

Theme 3 Engagement and participation of equalities communities

Objective 8: Improve access to and representation of equalities communities in decision-making structures

Race Manifesto for Bristol – community led initiative launched in March 2015

- 6 priorities – BCC leadership on public duty, educational achievement, reduce NEET, improve mental health, political representation, challenge stereotypes, agree a resourced race equality plan

Bristol Women’s Commission – Mayoral commission established in 2013 to implement the EU Charter on equality between women and men

- 3 priorities – tackling gender based violence, increase political representation of women and create Temple Quay as a centre of excellence on gender equality. Zero Tolerance City launched March 2015

Building the Bridge PREVENT Board

- Became a statutory duty in the Counter-Terrorism and Security Act 2015
- Partners and community advocates trained on identifying violent extremist ideologies
- Support the PAG – the Muslim engagement body to alleviate tensions and respond to concerns e.g Counter Terrorism Bill 2014

. In terms of Gender:

- 20 out of 70 councillors are women
- 2 out of 4 Group leaders are women
- Including Public health, 2 out of 6 council Directors are women
- The Mayor and Deputy Mayor are men
- 1 out of 5 Assistant Mayors are women
- 2 out of 4 Cabinet advisors are



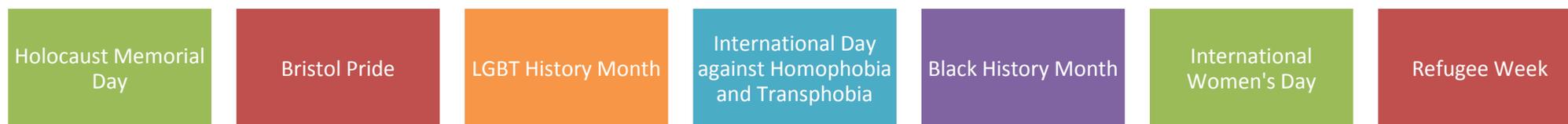
Bristol has a large number of independent schools, including state-funded academies and free schools. Within Bristol’s 96 Local Authority maintained schools there are as above.

Objective 8 and 9 : Measures	2010-2011	2011-2012	2012-2013	2013-2014	Target
Improving equalities stakeholder involvement in Equalities Impact Assessments	58	72		53% ↓ *	n/a
Effective involvement of equalities communities in Neighbourhood Partnerships – proportion of equalities reps roles filled	n/a	57%	46%	26.9% ↓	n/a
Percentage of people who feel they can influence local decisions	23%	26%	24%	26.9% ↑	n/a
Percentage of people who feel they belong to their neighbourhood	62%	64%	60%	64% ↑	n/a
Percentage of people who agree that people from different backgrounds get on well together	59%	59%	60%	62.2% ↑	62%
Increase the numbers of people attending nationally celebrated annual equalities events	2,425	3,425	4,640	2,500 ↓	4000 ☐

*23 out of 43 EQIAs involved equalities stakeholders

Objective 9: Improve attendance at events promoting equality and cohesion

We are proud to have supported the following equalities events in Bristol during 2014-2015:



Theme 4 : Improve satisfaction levels of people from equalities communities

Satisfaction Measures	2010-2011	2011-2012	(Sept 12)	2012-2013	2013-2014	Target
Satisfaction with public transport information			39%	39%	51.9% ↑	
Satisfaction with Customer Service Points a) All b) Disabled c) BME			90% 76% 90%		94% ↑ 95% ↑ 95% ↑	95% 😐 95% 😊 95% 😊
Satisfaction with Customer Service Centres a) All b) Disabled c) BME			92% 89% 97%		87% ↓ 82% ↓ 86% ↓	95% 😐 95% 😐 95% 😐
Reduce the disparity between satisfaction of BME tenants and satisfaction of all tenants	56%	66%	72%	81% All 82%	76% All 80%	N/A
Improve the satisfaction of Disabled people with the local neighbourhood as a place to live	75%	74%	78%	78%	78%	78%
Improve the satisfaction of disabled people and BME people with museums a) All b) Disabled c) BME		68% 63% 58%	77% 69% 66%	76% 70% 65%		
Satisfaction with bus services			48%	48%	46.9% ↓	